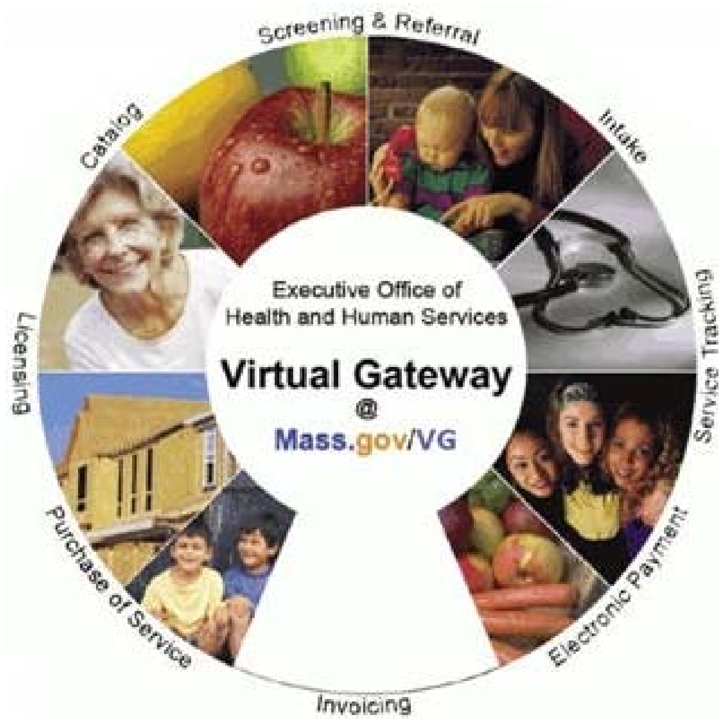
Commonwealth of Massachusetts
Executive Office of Health and Human Services

Virtual Gateway



Provider Billing Manual
(CR Contracts)

July 2008 R4.5 v1

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Chapter 1: Getting Started

Introduction

Enterprise Invoice Management/Enterprise System Management (EIM/ESM) is a web-based billing and service delivery reporting system for Purchase of Service (POS) providers and is one of the many services offered through the Virtual Gateway. Use of specific EIM/ESM modules is discussed in later modules.

This module discusses the following topics:

- What is the Virtual Gateway
- System Requirements
- Accessing the Virtual Gateway
- Accessing provider services (including EIM/ESM)
- Password management

What is the Virtual Gateway?

The Virtual Gateway is a single point on the internet for accessing programs and services offered by the Executive Office of Health and Human Services (EOHHS).

The ultimate goal of the Virtual Gateway is to streamline service access and coordinate service delivery. It serves three important groups:

- Internal Health and Human Services staff
- Service provider staff
- Consumers

In addition to EIM/ESM the Virtual Gateway also offers:

- **Catalog:** An online catalog with descriptions of several of the most widely used programs in Health and Human Services.
- **Screening & Referral:** A short online survey for consumers and providers to determine potential eligibility for select EOHHS programs. Multiple services can be assessed at the same time.
- **Common Intake:** A single, online data collection tool for registered providers to create applications for multiple programs and services.

What is the Virtual Gateway?

(continued)

- **Transitional Assistance Gateway:** An online inquiry tool for registered agencies to view secure case management information for various transitional assistance programs, including Food Stamps, financial assistance, and homeless services (login required).
- **Provider Data Management:** An online service that gives *Purchase of Service (POS)* providers a single place to view, upload and edit information commonly requested by Health and Human Services agencies. The service also provides EOHHS agencies with a single place to view provider information (login required).
- **Service and Transition Planning:** An online tool for registered EOHHS staff and providers to support collaborative treatment planning and referral services for certain clients served by EOHHS (login required).
- **IRIS Services for Deaf and Hard of Hearing Consumers:** An online service for providers to request ASL interpreter or CART services on behalf of consumers; for ASL interpreters and CART reporters to post availability schedules, review and apply for open jobs (login required).
- **Homeless Management Information Systems:** The *Homeless Management Information Systems (HMIS)* perform data collection to capture information about citizens who experience homelessness (login required).
- **Mental Retardation Quality Management Reporting (HCSIS):** A service for POS providers, Department of Mental Retardation (DMR) staff, human rights coordinators, and others to file clinical information and reports on incidents, medication, restraints, and investigations for DMR clients (login required).
- **Senior Information Management System (SIMS):** An online data collection, case management, and reporting tool for Executive Office of Elderly Affairs (EOEA) agencies and providers. It enables users to track various programs for elders, including intake and referral, home care, nutrition, clinical assessments, and more (login required).

System Requirements

System Requirements for EIM/ESM and the Virtual Gateway

All computers used to access the Virtual Gateway require Internet Explorer 6.0 or higher.

For the EIM/ESM application, the minimum system requirements are:

- Windows (98, 2000 or XP Business)
- Internet Explorer 6.0 or higher
- 800x600 screen resolution
- 300MHz CPU and 128MB RAM

Additionally, the preferred system features to enhance the performance of EIM/ESM are:

- Windows XP (Business Class)
- 1024x768 screen resolution
- 500MHz CPU and 256MB RAM

Acceptable Alternatives:

- Operating System
  - Mac OS X
- Browsers:
  - Safari (Mac)
  - Firefox
  - Netscape

Note: Testing on the EIM/ESM application has not been conducted on these alternative platforms therefore compatibility issues may result.

Tip: If a lower screen resolution is selected, then the user needs to select the "Smaller" text size.

1. Select the View menu from the Internet Explorer browser.
2. Select **Text Size>>Smaller**.

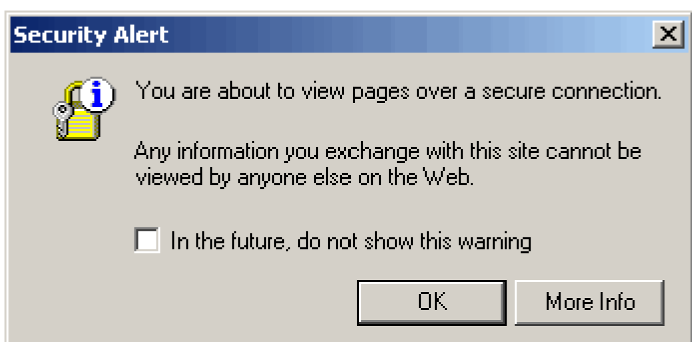
Accessing the Virtual Gateway

Access to EIM/ESM is through Virtual Gateway Provider Services. To Access Provider Services:

1. Open an Internet Explorer session.
2. Type web address **mass.gov/vg** in your browser.
3. Select 

from **ONLINE SERVICES** box.

Security Alert message appears.



4. Click OK.

Tip: Once you are in the Virtual Gateway, you must use the navigation tools that are part of the application *not* your internet browser's **Back** and **Forward** () buttons.

Accessing the Virtual Gateway *(continued)*

You are directed to the Virtual Gateway login page.

Note: *Security requires that each person have a Virtual Gateway username and password.*

The following steps guide you through logging into the Virtual Gateway:

1. Enter your **Username** and **Password**.

   Note: If you are an existing user, enter your current password. If you are a new user, enter the temporary password you received from your new user email.

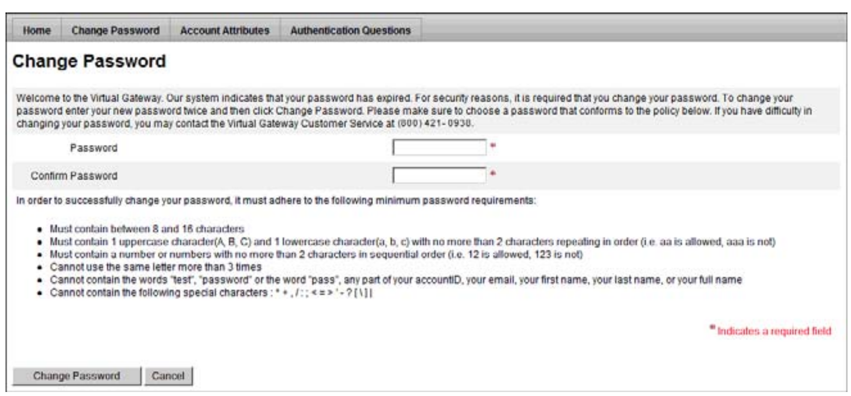
2. Click the **[Submit]** button. *The **Change Password** page appears*.

   Note: The first time you access the Virtual Gateway under this policy; you will be prompted to change your password. Please read and follow the password requirements on the Change Password page to successfully change your password.

To change your password:

3. Enter and confirm your new password in required fields.

   Click the **[Change Password]** button.



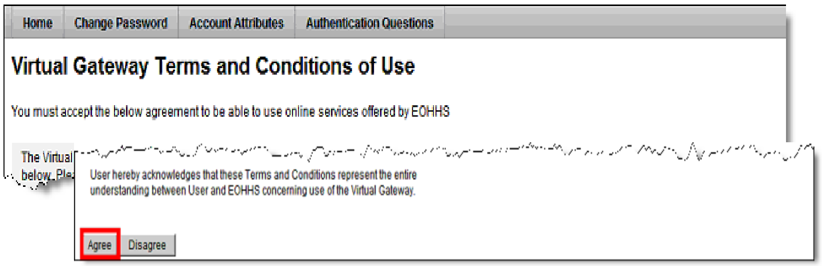
Accessing the Virtual Gateway Services

(continued)

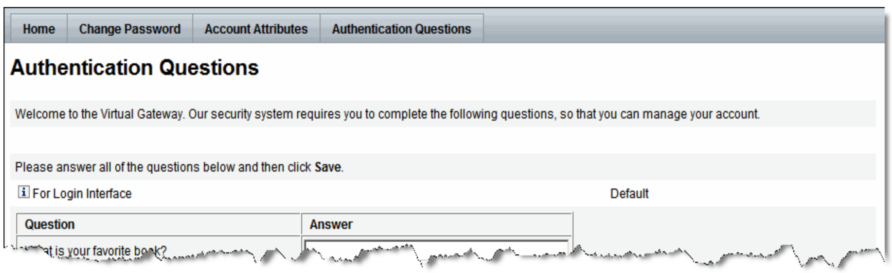
*The **Virtual Gateway Terms and Conditions of Use** page appears.*

4. Read the Terms and Conditions of Use.
5. Click the [**Agree**] button to continue.

   Note: Users are required to agree to the Virtual Gateway Terms and Conditions of Use upon first login.



*The **Authentication Questions** page appears.*



As part of the login process, you must complete all of the security authentication questions that display on this page.

Complete the following steps to submit answers to your security questions:

6. Answer all of the security questions.
7. Click the **[Save]** button to save your responses.

   *The **Business Services** page displays providing you to access your specific business service.*

Notes and tips:

- Any time you change your password or call Virtual Gateway Customer Service with a password question, you will need to answer three of the seven authentication questions as verification. Questions are chosen at random. Answers to security questions are not case sensitive.
- Use passwords you are likely to remember, and be sure to not post it where others can access it.
- If you feel your password has been compromised, change your password.
- If you receive the error message “Invalid User name & Password. Please Try Again,” call Virtual Gateway Customer Service for Assistance.
- You cannot reuse the same password.

Password Management

After your initial login, you can change your password at any time by clicking on the Manage My Profile link.

After logging in the first time, and at regular intervals afterward, users are required to change their password. There are several requirements for your new password:

- The user will be assigned an ID and temporary password sent through e-mail by the Virtual Gateway Customer Service. All users must change their password at first login.
- Must contain between 8 and 16 characters
- The password must contain 1 uppercase character (A,B,C) and 1 lowercase character (a,b,c) with no more than 2 characters repeating in order (i.e. aa is allowed, aaa is not).
- Must contain a number or numbers with no more than 2 characters in sequential order (i.e. 12 is allowed, 123 is not).
- Cannot use the same letter more than 3 times.
- Cannot contain the words “test”, “password” or the word “pass”, any part of your account ID, your email, your whole first name, your whole last name, or your full name.
- Cannot contain the following special characters: * + , / : ; < = > ‘ - ? [\ ] |
- Passwords are case-sensitive.
- Users will be automatically logged out of the system after 30 minutes of inactivity.
- EIM/ESM after 15 minutes of inactivity.

Important: You will need to disable any pop-up blocker in your browser to allow the change of password screen to appear. Contact your network administrator if you need assistance with this process.

Maintaining Account Information

Periodically, you will be prompted to change your password. As the expiration date for your password approaches, you will receive a message when you login to your account that your password will be expiring soon.

Complete the following steps to change your password before the expiration date:

1. Log into the Gateway. The Business Services page will display.
2. Click **Manage My Profile** link in the **[Account Management]** section on the right hand side of the page.
3. Click **Change Password** tab.
4. Enter and confirm your new password.
5. Click **[Change Password]** button.

Complete the following steps if you forget your password:

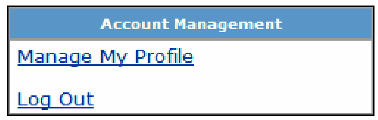
1. From the login page, click the Forgot Password? link.
2. Enter your username and click the **[Submit]** button.
3. Verify the answers to the security questions.
   You will be prompted to change you password.
4. Click the **[Login]** button.
5. Enter Password and Confirm Password.
6. Click the **[Change]** button.

Maintaining Account Information

If you would like to change other account information for your Virtual Gateway user ID, this can be done from the Account Maintenance page.

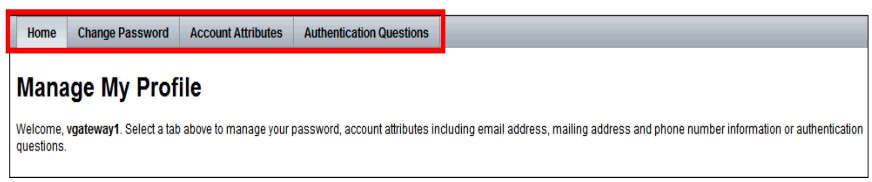
Complete the following steps to manage or change your account information:

1. Once logged in to the Gateway on the Business Services page, look for the **[Account Management]** section on the right hand side of the page.
2. Click the Manage My Profile link.



*The **Manage My Profile** page appears.*

3. Select the appropriate tab located at the top of the page to change your account information. Follow all instructions provided.



Virtual Gateway Customer Service Information

The Virtual Gateway Customer Service is available to assist with:

- General questions regarding the Virtual Gateway
- Technical questions or system issues
- Questions regarding how to use EIM/ESM
- Password resets

Please be prepared to provide the following:

- Name, organization, phone number, email address
- Module/page/field you were working on (if applicable)
- Description of the issue or error message
- Perceived criticality

You can reach the Virtual Gateway Customer Service at 1-(800)-421-0938 from 8:30 a.m. to 5 p.m. Please leave a message if calling after hours.

Chapter 2: Introduction to EIM/ESM

Introduction

The EIM/ESM service provides functionality for a variety of provider and agency users. These functions are presented as modules within EIM/ESM. Modules that are required to complete day-to-day responsibilities are covered in this user manual. Users have access to their required modules when logged into EIM/ESM. Other modules will not be accessible.

The EIM/ESM service is available seven days a week from 7 a.m. to 7 p.m.

Each module in the EIM/ESM service has a corresponding module in one of the EIM/ESM user manuals. This module discusses the following topics:

- What is EIM/ESM?
- EIM/ESM Overviews
- Benefits of EIM/ESM

What is EIM/ESM?

Enterprise Invoice Management/Enterprise Service Management (EIM/ESM) is a web-based billing and service delivery reporting system for Purchase of Service (POS) providers.

Enterprise Invoice Management (EIM) is an EOHHS-wide invoicing and service delivery reporting tool which coordinates invoicing and reporting across POS programs, agencies, and providers.

Enterprise Service Management (ESM) supports providers contracted through the Department of Public Health (DPH) with a client management and service tracking tool. ESM fully integrates and coordinates delivery and administration of care across DPH programs, bureaus, and providers.

This manual focuses on billing functionalities available in EIM. Additional information about EIM/ESM can be found under the Provider tab of the EOHHS web page: www.mass.gov/vg.

EIM Overview

EIM (Enterprise Invoice Management) enables provider organizations to invoice or bill EOHHS agencies for certain Purchase of Service (POS) contracted services.

Service Delivery Reports (SDRs):

- Are generated and submitted by providers through EIM
- Are automatically adjudicated within EIM
- Adjudication results can be viewed in EIM

PRC (Payment Request for Commodity):

- Are generated within EIM
- Can be tracked through EIM

ESM Overview

ESM (Enterprise Service Management) enables provider organizations to maintain their client roster, program enrollments, service plans, case management plans, and encounter documentation.

Client Management:

- Accepts electronic applications
- Maintains client information

Service Management:

- Determines eligibility
- Enrolls clients
- Manages authorizations
- Enables service planning and tracking

Note: Initially, ESM will be deployed for DPH programs only.

Benefits of EIM/ESM

How does the EIM/ESM service benefit providers?

- **Simplifies** reporting and invoicing for purchased services
- **Enables** providers to track invoices through the adjudication and payment process, providing information about status, adjustments, date of payment, etc.
- **Provides** unprecedented enterprise reporting capabilities to provider organizations as well as agencies

What are the benefits of EIM?

- Provides expedited payment
- Provides real-time payment processing
- Offers access to up-to-date financial data

What are the benefits of ESM?

- Provides access to dynamic data collection and reporting
- Provides online, client-based enrollment
- Enhances referral throughout treatment episode

Chapter 3: EIM/ESM Navigation Basics

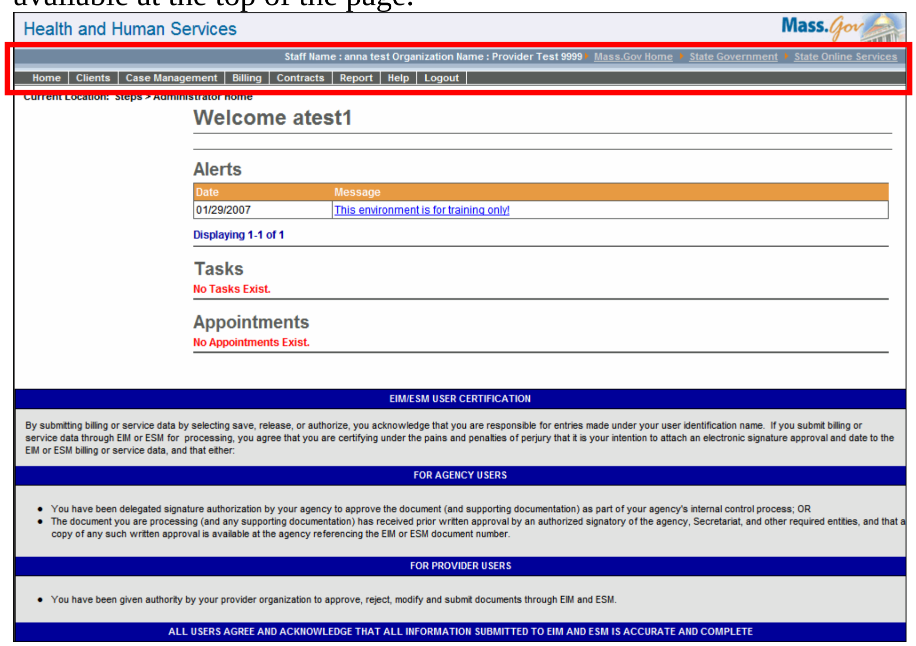
Introduction

Navigation is simple and consistent throughout each module in EIM/ESM. The topics in this module will help you:

- Understand the modular structure of EIM/ESM
- Navigate through each module
- Search for records
- Identify additional navigational tools

Module Links

When a user logs into EIM/ESM, the **module links** are immediately available at the top of the page.

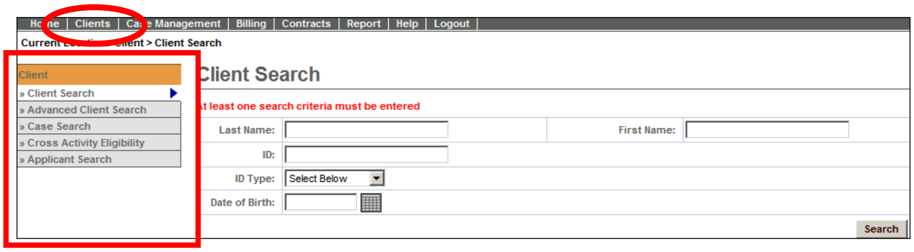


Each **module link** corresponds with a functional area: the **Clients** module provides access to eligibility and enrollment functions, the **Report** module provides access to reports. **Billing** module provides access to billing, etc.

Clicking a module link directs you to the corresponding features.

The Navigation Bar

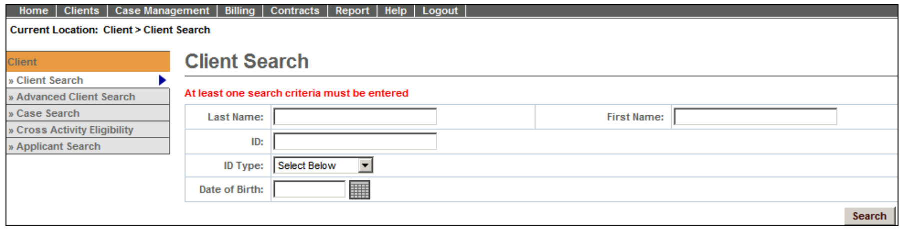
When a module is selected, a corresponding **navigation bar** appears on the left side of the page, allowing users to navigate to related functions.



The default page—the page that displays first when a module is selected—varies by module, but is typically a search page.

Searching for Records

Searching for a record is the first step in most EIM/ESM functions. Users search for clients, invoices, contracts, etc., depending on the functions they use.



Users search by entering a value or wild card search in a criteria field.

The wild card is **%.** It can be used in alpha-numeric fields alone or with other characters:

If the criteria is…	**The results will be…**
%son	Thompson, Johnson, Mason
m%n	Man, Mason, Mellon

The **%** can be used alone to return all records; however, the response time will be slower.

Tip: To narrow the search results, populate as many search criteria fields as possible (for example last name, birth date etc.)

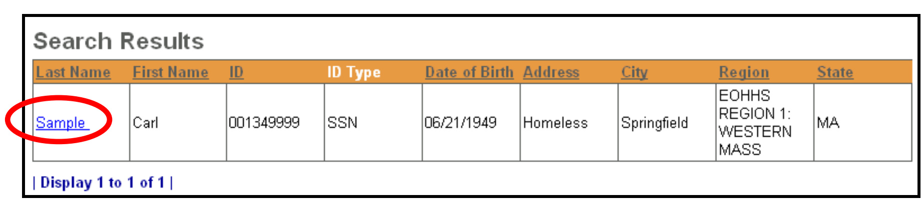
To search:

1. Enter criteria.
2. Click **Search** .

   The search results appear.

Search Results

Search results appear in a table with a link to access the record.



Click the linked field to select and view the record.

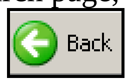
Additional Navigational Tools

You can use the following tools to navigate through EIM/ESM.

Breadcrumbs

Breadcrumbs at the top of each page allow the user to navigate to previous pages easily.

Current Location: Client > Client Search > Face Sheet > Client Summary

In the above example, the current page displayed is **Client Summary**. To return to the Client Search page, simply click Client Search > . Do not use the browser 

button.

Hyperlinks

Clicking these links (blue underline) allows you to open the record or page related to client information.

Action Buttons

These buttons are used to inform the system to perform a function such as saving data, opening a new page, or performing a search.

Page Characteristics

The look and feel of EIM/ESM is intended to be user-friendly.

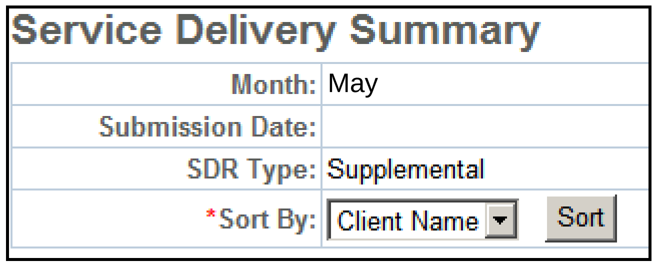
The following table contains page characteristics with a graphic sample.

<table>
<tr><td>

Required Fields

Required fields are identified on each page with a red asterisk (*) to the left of the field name. These fields must be entered before the system can perform an action such as save new data or perform a calculation. If required fields are not populated appropriately, an error message is presented to the user.

</td><td>

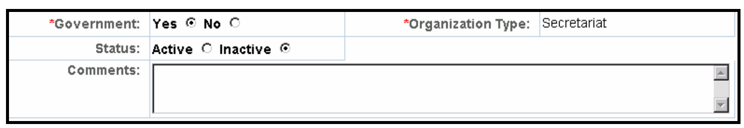


</td></tr>
<tr><td>

Optional Fields

These are fields where policy and procedures dictate the necessity to populate the field . The system will allow these fields to remain empty.

</td><td>

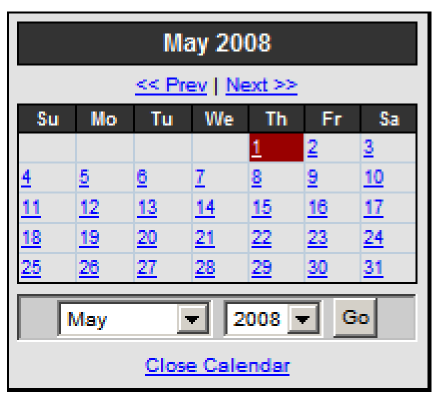


</td></tr>
<tr><td>

Calendar Buttons

These buttons appear to the right of date fields. By clicking the calendar button the current month calendar opens. You can use your mouse to select days in the current month or navigate to other months or years by the drop down menus at the bottom.

</td><td>



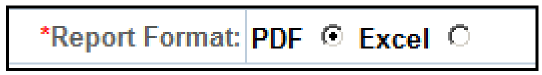
</td></tr>
</table>

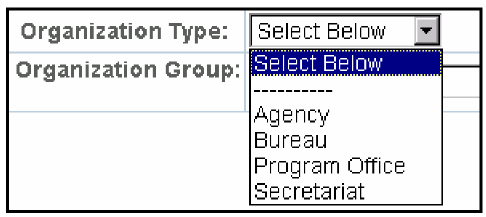
Page Characteristics *(continued)*

The look and feel of EIM/ESM is intended to be user-friendly.

The following table contains page characteristics with a graphic sample.

<table>
<tr>
<td>Radio Buttons

These buttons allow you to make a selection when the field limits you to only one choice. Radio buttons can be selected using the mouse or up/down and left right keys.</td>
<td>
</td>
</tr>
<tr>
<td>Pick Lists

These fields allow you to select a single choice from available options. Or you can type the first letter or number you are looking for and the system automatically directs you to the beginning letter or number you type in order.</td>
<td>
</td>
</tr>
</table>

Chapter 4: Contracts

Introduction

Contracts are managed by provider contract managers. The Contract module is *only* available to provider staff that has contract management responsibilities. It covers how to view contract information in *EIM* and request contract amendments.

Topics include:

- Locating a contract
- Viewing contract information
- Viewing a contract's participating organizations
- Requesting a contract amendment

Cost Reimbursement Contracts in EIM

A **Cost Reimbursement (CR)** contract is a non-client specific invoice submitted for cost reimbursement.

Note: All billing information is tied to a contract.

Information Flow

Basic contract information originates in MMARS, is recorded in the Commonwealth Information Warehouse and flows to EIM, where additional information is added.

Providers are able to view the contract information within EIM and request amendments.

Insert flow chart here

MMARS (Massachusetts Management Accounting and Reporting System)

- Initiates all contract set-up and amendments
- Handles all changes to maximum obligation, rates, and vendor codes
- Issues all payments

Commonwealth Information Warehouse

- Records contract information
- Forwards to EIM

EIM

Agency:

- Configures contract details and maintains additional contract characteristics (more information below)
- Activates contract

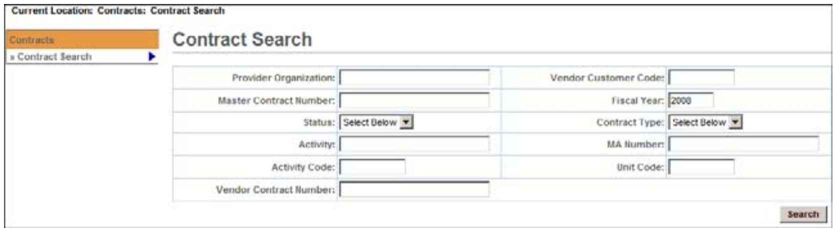
Providers:

- View current contract information
- Request amendments

Searching for a Contract

To search for a contract:

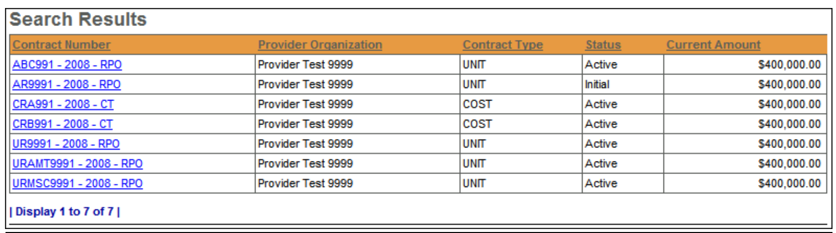
1. Click the **Contracts** module from the module links.
   The ***Contract Search*** *page appears.*



Tip: The **Contract Search** page appears with the current fiscal year as the default. You can use this field as the default search criteria.

2. Enter search criteria.

3. Click .
   Contracts that meet the search criteria appear.



Search Results

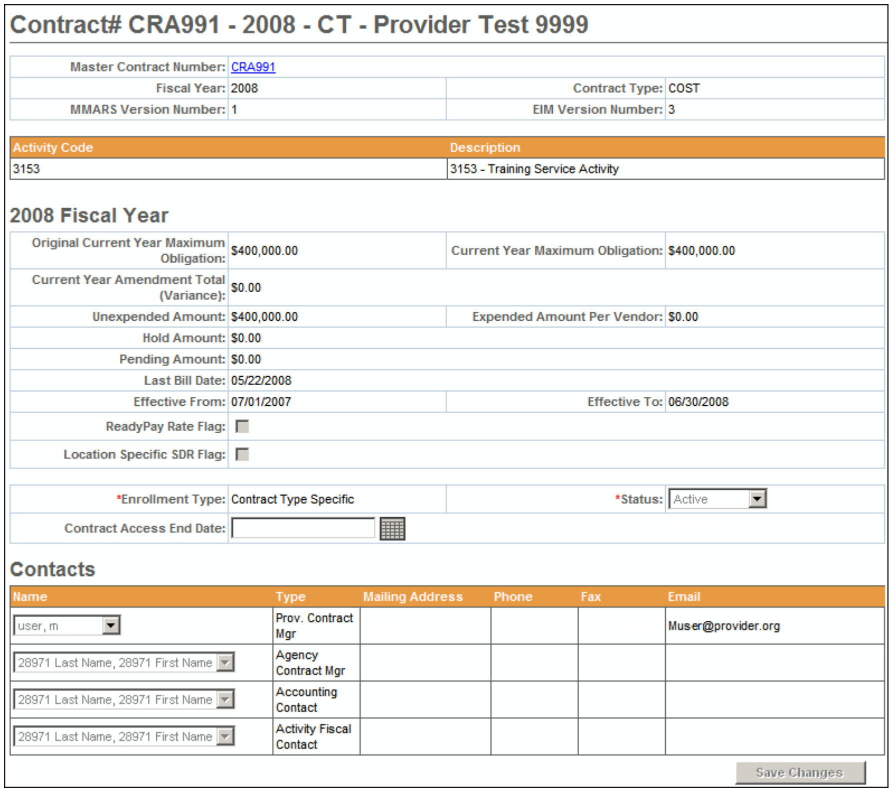
Contract Number	Provider Organization	Contract Type	Status	Current Amount
ABC991 - 2008 - RPO	Provider Test 9999	UNIT	Active	$400,000.00
AR9991 - 2008 - RPO	Provider Test 9999	UNIT	Initial	$400,000.00
CRA991 - 2008 - CT	Provider Test 9999	COST	Active	$400,000.00
CRB991 - 2008 - CT	Provider Test 9999	COST	Active	$400,000.00
UR9991 - 2008 - RPO	Provider Test 9999	UNIT	Active	$400,000.00
URAMT9991 - 2008 - RPO	Provider Test 9999	UNIT	Active	$400,000.00
URMSC9991 - 2008 - RPO	Provider Test 9999	UNIT	Active	$400,000.00

| Display 1 to 7 of 7 |

4. Click a contract number to view the contract summary.

Contract Summary Page

*The **Contract Summary page** appears, displaying information for the current fiscal year.*



Contract# CRA991 - 2008 - CT - Provider Test 9999

Master Contract Number:	CRA991		
Fiscal Year:	2008	Contract Type:	COST
MMARS Version Number:	1	EIM Version Number:	3

Activity Code	Description
3153	3153 - Training Service Activity

2008 Fiscal Year

Original Current Year Maximum Obligation:	$400,000.00	Current Year Maximum Obligation:	$400,000.00
Current Year Amendment Total (Variance):	$0.00		
Unexpended Amount:	$400,000.00	Expended Amount Per Vendor:	$0.00
Hold Amount:	$0.00		
Pending Amount:	$0.00		
Last Bill Date:	05/22/2008		
Effective From:	07/01/2007	Effective To:	06/30/2008
ReadyPay Rate Flag:			
Location Specific SDR Flag:			

*Enrollment Type:	Contract Type Specific	*Status:	Active
Contract Access End Date:			

Contacts

Name	Type	Mailing Address	Phone	Fax	Email
user, m	Prov. Contract Mgr				Muser@provider.org
28971 Last Name, 28971 First Name	Agency Contract Mgr				
28971 Last Name, 28971 First Name	Accounting Contact				
28971 Last Name, 28971 First Name	Activity Fiscal Contact				

Save Changes

Contract Status

Contracts have four possible statuses:

Initial Status

- The contract arrives from MMARS in **Initial** status.
- Agency staff configures contract and changes status to **Active**, **Pending**, or **Inactive**.
- A contract cannot be returned to **Initial** status once it has been moved to another status.

Active Status

- Program Staff at the agency–level activates contract.
- The contract is available for invoicing processing.

Pending Status

A **Pending** status indicates the agency is modifying or amending the contract. When modifications are complete, contract will be changed to **Active** status.

Inactive Status

If a contract is no longer used, agency staff can change the state to inactive, which will prevent providers from billing against it.

Viewing Contract Information

Providers with appropriate security roles can view additional contract information, but cannot change it.

Information can be accessed from the navigation bar on the **Contract Summary** page.

Viewable information includes:

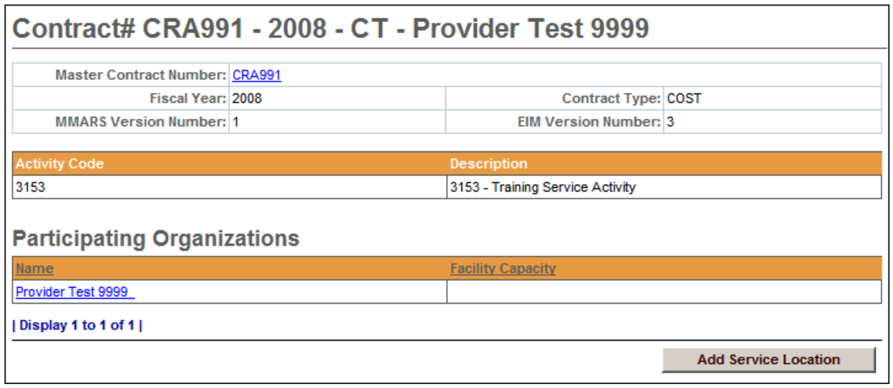
- Fund Allocations (including Federal Program Code if required)
- Amendments
- Line Item Budgets
- Affiliates
- Request Amendments
- Activities
- Participating Organizations
- Exhausted Budget Rule

Participating Organizations

To view participating organizations:

1. Access the **Contract Summary** page.
2. Click **Participating Organizations** from the navigation bar.

   *The **Participating Organizations** page appears.*



All participating organizations are assigned between 1-3 roles based on the tasks they are required to perform on the contract:

Billing Provider: This role allows employees at this location to perform billing tasks on the specified contract.

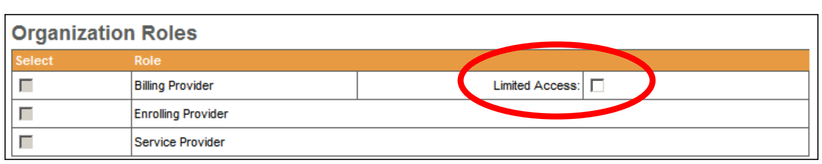
Service Delivery: This role allows a specific location to provide services to clients on applicable contracts.

Enrolling Agency: This role allows the location to enroll clients into activities for a specified contract.

To view roles of a participating organization:

1. Access the **Participating Organizations** page.
2. Click the Provider Name to view assigned roles.

   *The **Participating Organizations** page appears.*



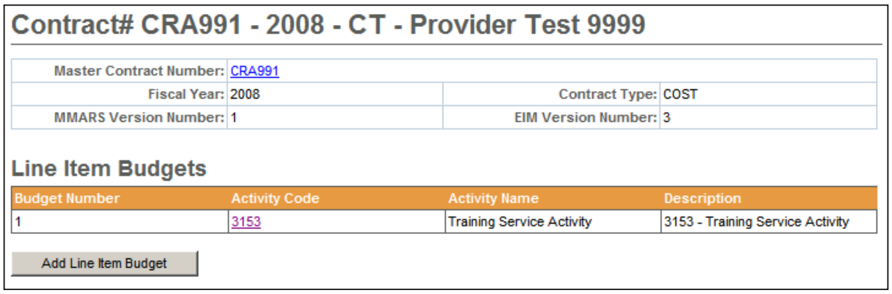
Note: If the "**Limited Access**" billing role is assigned, the organization will only be able to view/submit claims for clients enrolled at that specific organization. If not, "**Broad Access"** will default and will allow users with billing roles to bill for all clients enrolled at any location on the contract.

Viewing Line Item Budgets

To view line item budgets:

3. Access the **Contract Summary** page.
4. Click **Line Item Budgets** from the navigation bar.

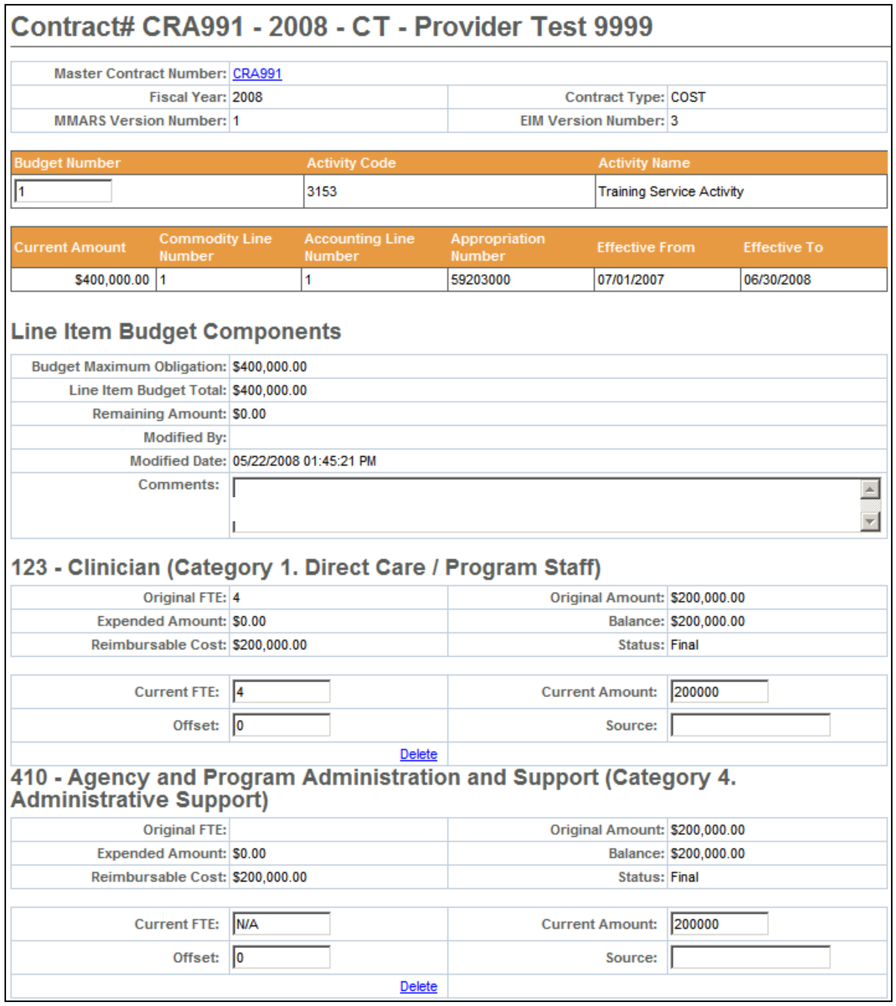
   *The **Line Item Budgets Main** page appears.*



5. Click the Activity Code number link.

Viewing Line Item Budgets Summary

*The **Line Item Budgets Summary** page appears.*



Contract# CRA991 - 2008 - CT - Provider Test 9999

Master Contract Number:	CRA991		
Fiscal Year:	2008	Contract Type:	COST
MMARS Version Number:	1	EIM Version Number:	3

Budget Number	Activity Code	Activity Name
1	3153	Training Service Activity

Current Amount	Commodity Line Number	Accounting Line Number	Appropriation Number	Effective From	Effective To
$400,000.00	1	1	59203000	07/01/2007	06/30/2008

Line Item Budget Components

Budget Maximum Obligation:	$400,000.00
Line Item Budget Total:	$400,000.00
Remaining Amount:	$0.00
Modified By:	
Modified Date:	05/22/2008 01:45:21 PM
Comments:	

123 - Clinician (Category 1. Direct Care / Program Staff)

Original FTE:	4	Original Amount:	$200,000.00
Expended Amount:	$0.00	Balance:	$200,000.00
Reimbursable Cost:	$200,000.00	Status:	Final
Current FTE:	4	Current Amount:	200000
Offset:	0	Source:	

Delete

410 - Agency and Program Administration and Support (Category 4. Administrative Support)

Original FTE:		Original Amount:	$200,000.00
Expended Amount:	$0.00	Balance:	$200,000.00
Reimbursable Cost:	$200,000.00	Status:	Final
Current FTE:	N/A	Current Amount:	200000
Offset:	0	Source:	

Delete

Viewing Federal Program Code Information

The Federal Program Code will be available to view only if the contract required one.

To view Federal Program Code information:

1. Access the **Contract Summary** page.
2. Select **Fund Allocations** from the navigation bar.

   *The **Fund Allocations** page appears.*
3. Select a Commodity Line Number.

   *The **Fund Allocation Summary** page appears.*
4. Select **Federal Grant Management** from the navigation bar.

   *The **Federal Grant Management** page appears.*
5. Click the Federal Program Code link.

   *The **Federal Grant Management Update** page appears to view Federal Program Code information.*

Requesting a Contract Amendment

Providers with appropriate security roles can request amendments to a contract through EIM/ESM to adjust **line item budgets**:

When the contract amendment is complete, the agency will set the contract status to **Active**.

Formal Amendment Changes

When an amendment request is received, the agency contract manager sets the contract status to **Pending**. When there is a change in maximum obligation; invoices against the contract are also put in pending status.

When a formal amendment changes the maximum obligation or the current year obligation the current process remains the same, the amendment must be approved by the Comptroller.

Amendments for changes to the line items budgets are made by an agency contract manager; the Comptroller is not involved.

Contract Amendment Request Process

The amendment request is completed in EIM; once requested, the system emails the information to the Agency Contract Manager.

Note: A Provider Contract Manager name must be designated as a contact on the contract in order to request an amendment.

To request a contract amendment:

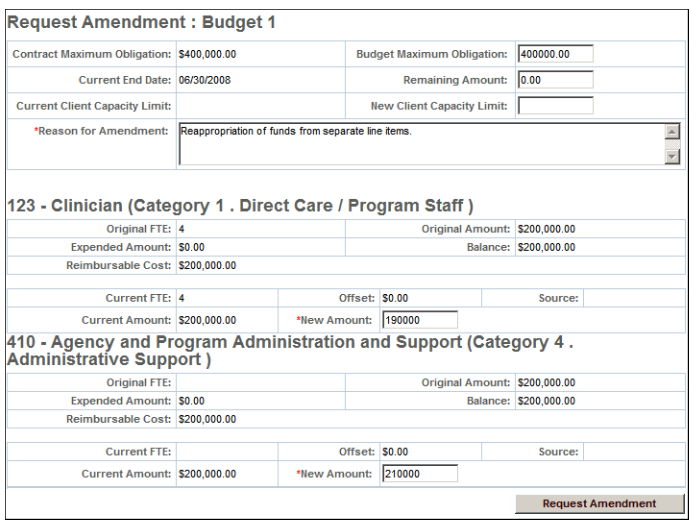
1. Access the **Contract Summary** page.
2. Click **Request Amendment** in the navigation bar.

   *The **Select Budget** page appears.*

3. Select the appropriate budget number from the drop down list
4. Click [**SUBMIT BUTTON GRAPHIC**].

   *The **Request Amendment** page appears.*

3. Enter amendment information, including a reason for the amendment.
4. Click 

   .
   *The **Amendment** page appears. Notification is sent to designated agency staff via email.*

The Agency Contract Manager reviews new and old line item budgets to process the amendment request, and notifies the provider by phone or email when it is complete.

Chapter 5: Invoices

Introduction

The billing method a particular provider uses is determined by:

- The type of contract being billed against
- The agency issuing the contract

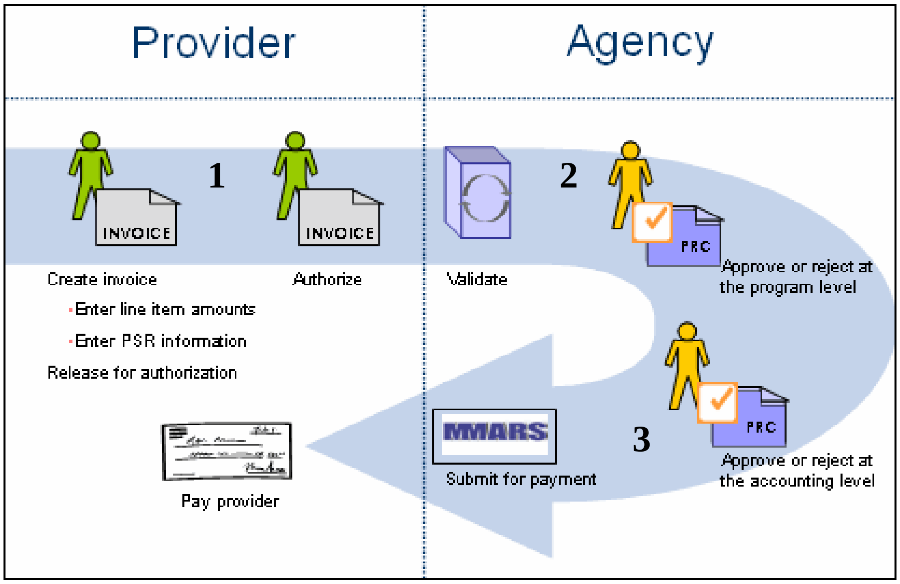
Note: Certain providers use invoices to bill for expenses incurred (staff training, supplies, transportation, etc.) under Cost Reimbursement contracts. This module discusses the invoice process in EIM.

Topics discussed in this module include:

- Overview of invoices in EIM
- Searching for and reviewing invoices
- Adding new invoices
- Adding invoice reference numbers
- Updating line items
- Invoice assessments
- Saving the invoice
- Releasing and authorizing the invoice
- Correcting a rejected invoice
- Viewing and correcting a denied invoice

New Process Overview

The following overview may help you understand the sequence of the new process:



1. The provider creates and submits an invoice within EIM.
2. The invoice is validated and adjudicated within EIM.
3. The invoice is attached to a PRC and approved by the agency before submission to MMARS.

Invoice Management

Cost Reimbursement contracts contain one or more line items, each with a budget and covers activity-related expenses.

Invoices contain the line items specified in the contract. Each month, providers update the line items to reflect the month's costs before submitting the invoice.

Invoices **must be submitted sequentially**; if there are no expenses incurred during a billing period, providers must submit a zero balance. If an organization needs to submit more than one invoice a month, a *supplemental* invoice can be created.

Invoice Processing

An invoice can be added for contracts in **Active** or **Pending** statuses.

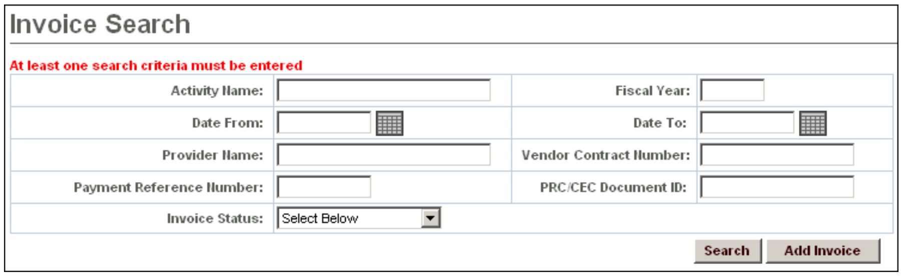
There must be a **Regular** invoice for a billing period that has reached **Authorized** status before you can submit a supplemental invoice.

Searching for an Invoice

The search feature enables users to locate any invoice that has been created. A user might want to add information to a draft invoice or check on its status once it has been authorized.

To search for a invoice:

1. Select the **Billing** module and select **Invoice Search** on the navigation bar.
   *The **Invoice Search** page appears.*



2. Enter criteria in one of the following fields:
   - Activity Name
   - Date From
   - Date To
   - Fiscal Year
   - Provider Name
   - Vendor Contract Number
   - PRC/CEC Number
   - Payment Reference Number
   - Invoice Status

   Note: Use the wild card % to return all records, or use a partial search to return all records that begin with a letter or text string.

Searching for an Invoice

(continued)

3. Click **Search**
   Search results appear.

Note: If you are not seeing all of the contracts that you believe you should have access to, contact your Agency Contract Manager to verify the participating organizations on the contract, as well as whether the assigned billing role is **broad** versus **limited**.

Search Results

Activity Name	Contract Number	Date From	Date To	Payment Reference Number	Invoice Amount	Status	Date Paid
COMMUNITY & SCHOOL THERAPEUTIC SUPPORT	CRA21018 - 2007 - CT	10/01/2006	10/31/2006		$12,999.00	PRC Submitted	
COMMUNITY & SCHOOL THERAPEUTIC SUPPORT	CRA21003 - 2007 - CT	07/01/2006	07/31/2006	07071003	$23,500.00	Act PRC Approved	
COMMUNITY & SCHOOL THERAPEUTIC SUPPORT	CRA21019 - 2007 - CT	07/01/2006	07/31/2006		$49,500.00	PRC Submitted	
COMMUNITY & SCHOOL THERAPEUTIC SUPPORT	CRA21015 - 2007 - CT	09/01/2006	09/30/2006		$9,675.00	PRC Submitted	

4. Click the Activity Name link.
   *The **Invoice Summary** page appears.*

Invoice #3925

Update Invoice

Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS9999	Invoice Status:	Draft
Service Contract Number:	CRA992	Service Contract Amendment Number:	
Billing Period:	04/01/2008 - 04/30/2008	Payment Reference Number:	April2008
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:	Select Below	Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40513	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$7,500.00	$0.00	$7,500.00
40514	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$49,999.25	$0.00	$49,999.25
40515	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$5,750.78	$0.00	$5,750.78
40516	2-Other Direct Care/Program Resources	206 Subcontracted Direct Care		$57,000.00	$14,250.00	$0.00	$14,250.00
40517	4-Administrative Support	410 Agency and Program Administration and Support		$90,000.00	$22,500.00	$0.00	$22,500.00
		Total	4.50	$400,000.00	$100,000.03	$0.00	$100,000.03

☐ By checking this box, you hereby confirm that by clicking the "Authorize" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM.If after submission of this record you determine that it is incorrect,you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Save Invoice | Release Invoice | Delete Invoice

The **Invoice Summary** page includes information about the invoice, including line items.

Invoice Status

Invoices will have one of the following statuses:

Pre-Adjudication Statuses	
Draft	A new invoice is in Draft status. An invoice must be in Draft status to be edited, deleted or released.
Released	Once an invoice is released, it is in Released status. An invoice in Released status can be authorized or disapproved by provider staff with the appropriate role. Authorizing represents a legal signature, verifying that the information is correct. *If disapproved, the invoice returns to Draft status for editing.*
Passed	Once an invoice is authorized, it is in Passed status. Passed status indicates the invoice has been authorized by the provider and entered the system for adjudication.

You can use the invoice status as part of your search criteria when searching for an invoice.

Additional Status Information

When adding a new regular invoice, the invoice for the previous period must be in **Passed** status. The invoice can be edited in **Draft** or **Ready** statuses.

When adding a new supplemental invoice, there must be a regular invoice for the current billing period that has reached **Authorized** status.

Adding a New Invoice

Invoices must be submitted sequentially, even if all amounts are zero. If no invoice was submitted for a previous billing period, a new invoice cannot be added.

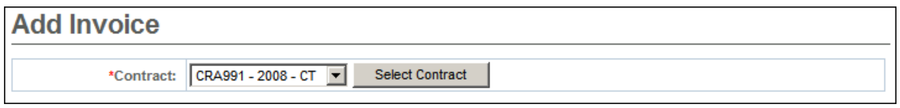
To add a new invoice:

1. Select the **Billing** module and **Invoice Search** on the navigation bar.

*The **Invoice Search** page appears.*

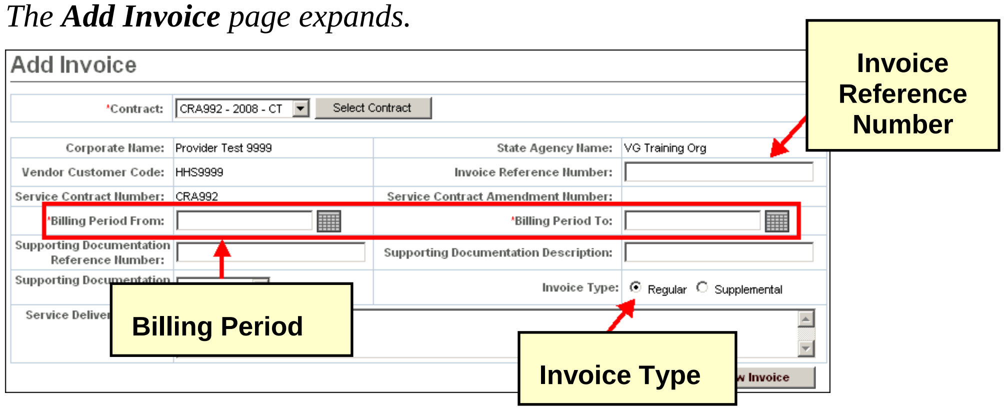
2. Click .

*The **Add Invoice** page appears.*



3. Select a contract and click  .

*The **Add Invoice** page expands.*



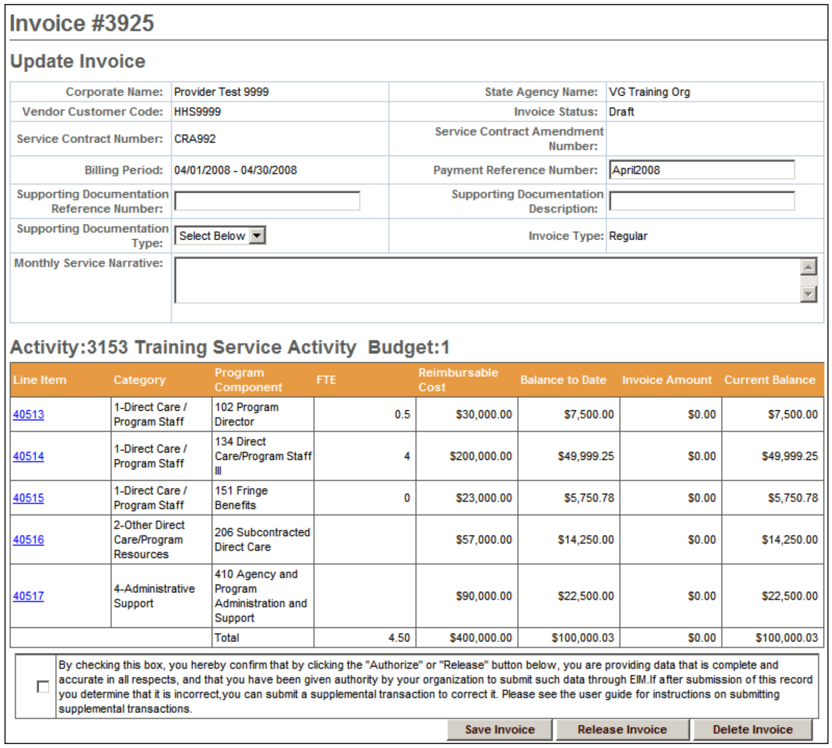
4. Enter **Billing Period** dates.
5. You must enter a **Payment Reference Number** in the Payment Reference Number field.

Note: If an invoice has been submitted for the same billing period, mark the new invoice *supplemental*.

Adding a New Invoice

(continued)

6. Click **Save New Invoice**.
   *The **Invoice Summary** page appears.*



Invoice #3925

Update Invoice

Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS9999	Invoice Status:	Draft
Service Contract Number:	CRA992	Service Contract Amendment Number:	
Billing Period:	04/01/2008 - 04/30/2008	Payment Reference Number:	April2008
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:	Select Below	Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40513	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$7,500.00	$0.00	$7,500.00
40514	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$49,999.25	$0.00	$49,999.25
40515	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$5,750.78	$0.00	$5,750.78
40516	2-Other Direct Care/Program Resources	206 Subcontracted Direct Care		$57,000.00	$14,250.00	$0.00	$14,250.00
40517	4-Administrative Support	410 Agency and Program Administration and Support		$90,000.00	$22,500.00	$0.00	$22,500.00
		Total	4.50	$400,000.00	$100,000.03	$0.00	$100,000.03

By checking this box, you hereby confirm that by clicking the "Authorize" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM.If after submission of this record you determine that it is incorrect,you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Save Invoice | Release Invoice | Delete Invoice

Adding Supporting Documentation to an Invoice

If you have supporting documentation that needs to be provided, there are multiple ways to record this information.

You can use the following fields to record additional information:

Field	Functionality
Supporting Documentation Description	Describe the type of supporting documentation being sent – e.g. ISP form, Long Term Absence Form
Supportive Documentation Type	Select: • Email • Fax • US Mail from the pick list.
Service Delivery Report	Type or paste comments

Reviewing Line Items

Cost Reimbursement contracts contain line items, each with a budget. The line items appear in each invoice and are updated to reflect costs for the billing period.

There are two types of line items:

Category 1 line items cover personnel costs in situations where employees are billed to the contract. These line items include staff member names, service periods, and wage amounts.

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40513	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$7,500.00	$4,200.00	$3,300.00
40514	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$49,999.25	$0.00	$49,999.25
40515	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$5,750.78	$0.00	$5,750.78

Non-Category 1 line items cover non-personnel costs.

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40516	2-Other Direct Care/Program Resources	206 Subcontracted Direct Care		$57,000.00	$14,250.00	$0.00	$14,250.00
40517	4-Administrative Support	410 Agency and Program Administration and Support		$90,000.00	$22,500.00	$2,000.00	$20,500.00

Working with Personnel Summary Report (PSR) Information

Note:

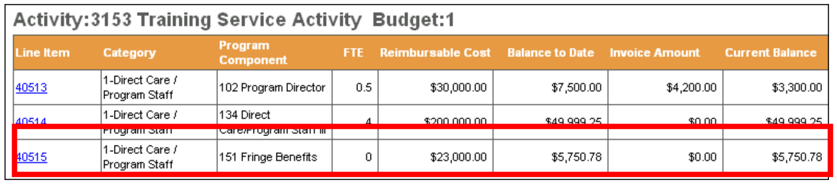
When you copy forward an invoice without a PSR (Non-PSR based) from the previous billing period, if the next billing period requires one, you will need to create a PSR because there wasn't a PSR to copy forward.

If you entered a PSR for a billing period and you decide to use copy forward for the next billing month, the PSR will also copy forward.

Updating Category 1 Line Items

To update a Category 1 Line Item for 151 Fringe Benefits:

1. Access the **Invoice Summary** page.



Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40513	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$7,500.00	$4,200.00	$3,300.00
40514	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$49,999.25	$0.00	$49,999.25
40515	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$5,750.78	$0.00	$5,750.78

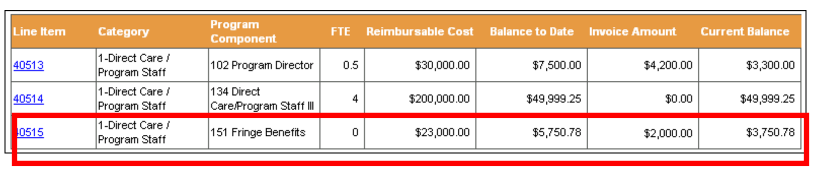
2. Click Line Item link associated to Fringe Benefits.

*The **Line Item Summary** page appears.*

3. Enter an amount.

4. Click Save Changes.

*The **Invoice Summary** page reappears with the newly entered information.*



Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40513	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$7,500.00	$4,200.00	$3,300.00
40514	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$49,999.25	$0.00	$49,999.25
40515	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$5,750.78	$2,000.00	$3,750.78

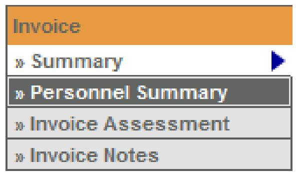
Updating Category 1 Line Items

(continued)

Category 1 Line Items are personnel-related and must contain information including the staff member name, the service day/hours, and the amount billed.

To update a Category 1 Line Item:

1. Access the **Invoice Summary** page.
2. Select **Personnel Summary** in the navigation bar.

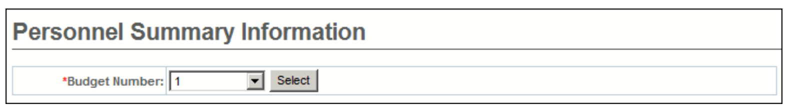


*The **Personnel Summary Information** page appears.*

3. Click 

.

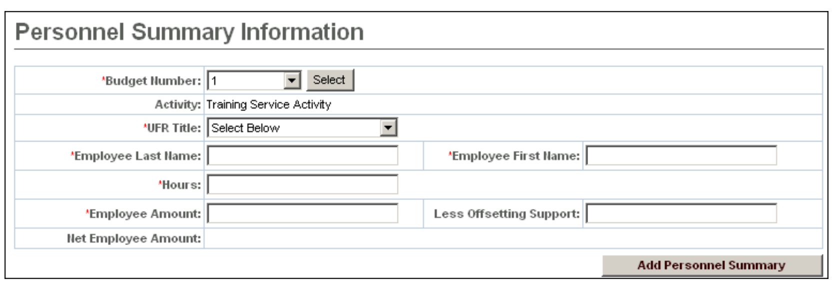
*The **Personnel Summary** page expands.*



4. Select a Budget Number.
5. Click 

.

*The **Personnel Summary Add** page appears.*



Updating Category 1 Line Items

(continued)

6. Enter all required information
   - UFR Title
   - First and Last Name
   - Hours
   - Employee Amount
   - Less Offsetting Support (if applicable)
7. Click **Add Personnel Summary**.

   *The **Personnel Summary** page reappears with newly entered information.*

Personnel Summary Information

Activity:3153 Training Service Activity Budget:1

UFR Title	Employee Name	Hours	Employee amount	Less Offsetting Support	Net Employee Amount
102-Program Director	Figure, Frank	120.00	$4,200.00	$0.00	$4,200.00
102-Component Total		**120.00**	**$4,200.00**	**$0.00**	**$4,200.00**
Staff Total		**120.00**	**$4,200.00**	**$0.00**	**$4,200.00**

Add Personnel Summary

Notes

- To correct the previous month's invoice for a PSR, enter a negative amount in the **Hours** field (e.g. -8).
- The **Employee Amount** field is the total wages for a staff member for the duration of the billing period.
- Employees with combinations of regular/overtime wages are entered the same as employees without. The system does not perform any calculations with the **Hours** field. Only the total amount of wages needs to be entered in the **Employee Amount** field.

Updating Non-Category 1 Line Items

To update a line item for a cost related to administrative support:

1. Access an invoice.
2. Click a line item link.
   *The **Line Item Summary** page appears.*

3. Enter an invoice amount.
4. Click Save Changes to update this line item.
   *The **Invoice Summary** page appears, displaying the updated line item.*

View Invoice Summary

To view: **Line Item Summary** page:

1. Access the **Invoice Summary** page.
2. Click a Line Item link you updated.

   *The **Line Item Summary** page appears.*

Invoice Assessments

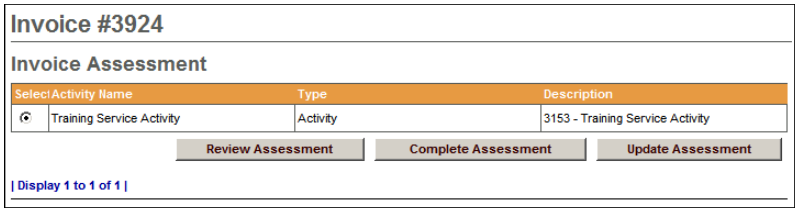
In the past, providers have been required to submit Service Delivery Reports along with their paper payment vouchers in order to support their Cost Reimbursement billing. In EIM/ESM, the documentation formerly known as a Service Delivery Report is now called an Invoice Assessment.

These structured questionnaires allow providers to respond electronically to program-specific questions related to contract requirements and service deliverables. This functionality provides a standardized approach toward monthly activity reporting and will be required documentation for billing submissions according to individual program policy. When required, assessments must be completed prior to authorizing the invoice.

Completing an Invoice Assessment

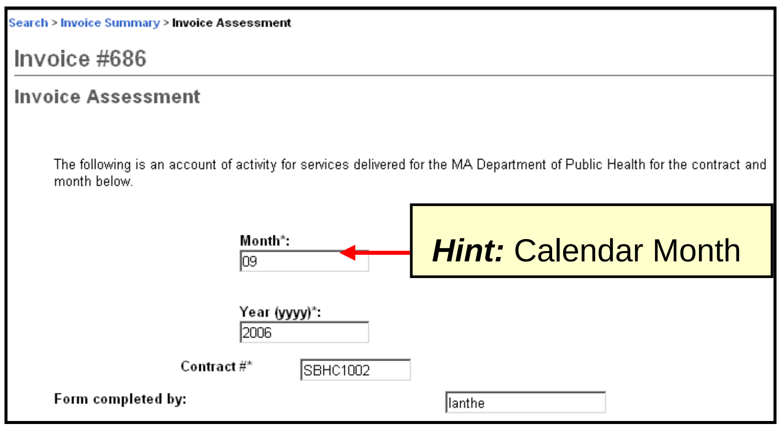
1. Access the **Invoice Summary** page.
2. Select **Invoice Assessment** from the navigation bar.

*The **Invoice Assessment** page appears.*



3. Click **Complete Assessment**.

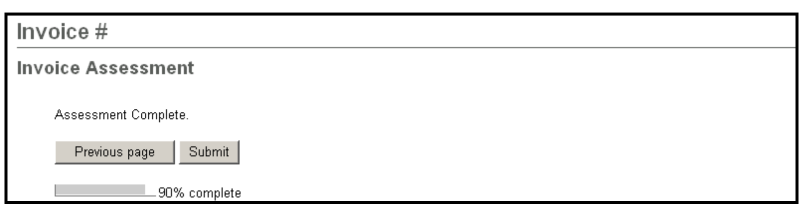
*The **Invoice Assessment** page reappears.*



4. Enter required information.
5. Click **Next page**.

0% complete

*The **Invoice Assessment** page reappears.*



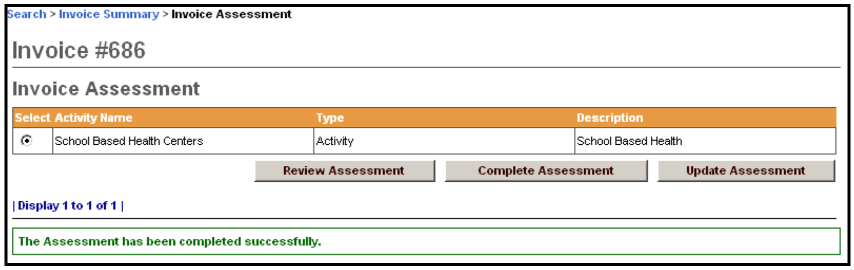
6. Click **Submit**.

*The **Invoice Summary** page reappears with a message displaying, "The Assessment has been completed successfully".*

Tip: *Click* **Previous page** *to return to the previous page.*

Completing an Invoice Assessment

(continued)



Saving the Invoice

Users can update the invoice and save changes throughout the month, releasing the invoice at the end of the month when all updates are complete.

To save changes to invoice information and line items:

1. Access the **Invoice Summary** page.
2. Click 

.
   *The **Invoice Summary** page displays the message **Invoice Updated Successfully.** The invoice status remains **Draft.***

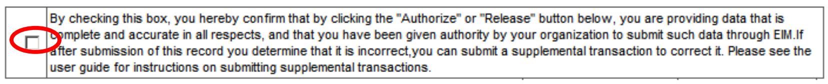
Releasing and Authorizing the Invoice

When all line items have been updated, the invoice is ready to enter the system for validation and adjudication.

Users with the Invoice Manager role **release** the invoice and those with the Invoice Authorizer role **authorize** it.

To release an invoice:

1. Access the **Invoice Summary** page.
2. Click the checkbox to confirm that the data is complete and accurate.



3. Click 

.
*The **Invoice Summary** page displays the message **Invoice Released Successfully!!!** The invoice status is changed to **Ready.***

If the Invoice Authorizer sees an error, the invoice can be **disapproved**, which changes the status from **released** to **draft,** so the error can be corrected by the Invoice Manager.

To disapprove an invoice:

1. Access the **Invoice Summary** page of a released invoice.
2. Click 

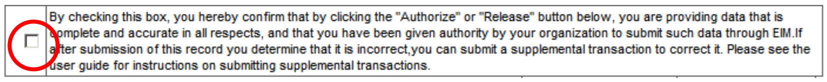
.
*The **Invoice Summary** page appears with the status changed to **Draft.** The invoice can be corrected and released again for authorization.*

Releasing and Authorizing the Invoice

(continued)

To authorize an invoice:

1. Access the **Invoice Summary** page of a released invoice.
2. Click the checkbox to confirm that the data is complete and accurate.



3. Click 

.
   *The **Invoice Summary** page displays the message **Invoice Authorized Successfully!!!** The invoice status is changed to **Passed.***

Important: Authorizing the invoice represents legal signatory and certifies that all information is correct and accurate.

Note: Once the invoice is in **Passed** status you cannot change it. You are still able to copy the invoice. The status will change from **Passed** to **PRC Ready** once it has been adjudicated.

Copy Invoice Forward Overview

Copy Invoice forward allows you to copy a previous month's invoice (regular and supplemental) for Cost Reimbursement Contracts.

You can copy invoices in any status except for **Draft**.

Only the personnel summary will copy forward to the new invoice. If you entered a PSR for a billing period and you decide to use copy forward for the next billing month, the PSR will also copy forward. No assessments, invoice notes, dates, and unique invoice reference numbers will be copied.

Copying an Invoice

To copy an invoice:

1. Access the **Invoice Summary** Page.

Invoice #3912

Update Invoice

Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS9999	Invoice Status:	Passed
Service Contract Number:	CRA992	Service Contract Amendment Number:	
Billing Period:	02/01/2008 - 02/29/2008	Payment Reference Number:	Feb2008
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40485	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$12,500.00	$2,500.00	$10,000.00
40486	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$83,332.75	$16,666.75	$66,666.00
40487	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$9,583.94	$1,916.58	$7,667.36
40488	2-Other Direct Care/Program Resources	206 Subcontracted Direct Care	0	$57,000.00	$23,750.00	$4,750.00	$19,000.00
40489	4-Administrative Support	410 Agency and Program Administration and Support	0	$90,000.00	$37,500.00	$7,500.00	$30,000.00
		Total	4.50	$400,000.00	$166,666.69	$33,333.33	$133,333.36

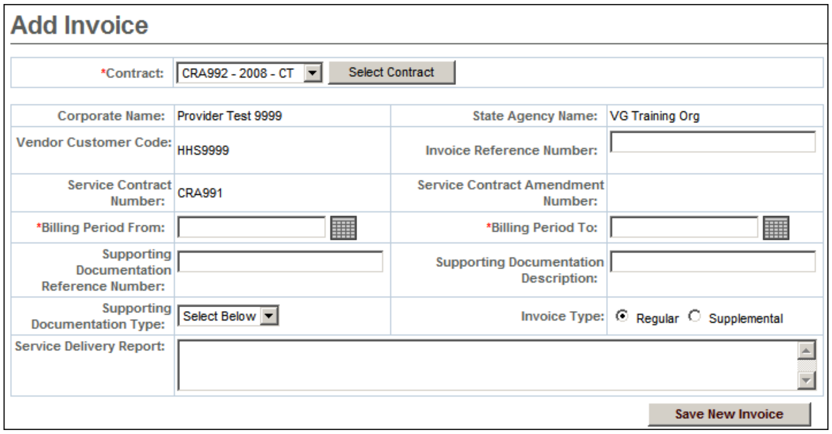
Copy Invoice

2. Click Copy Invoice.

Copying an Invoice

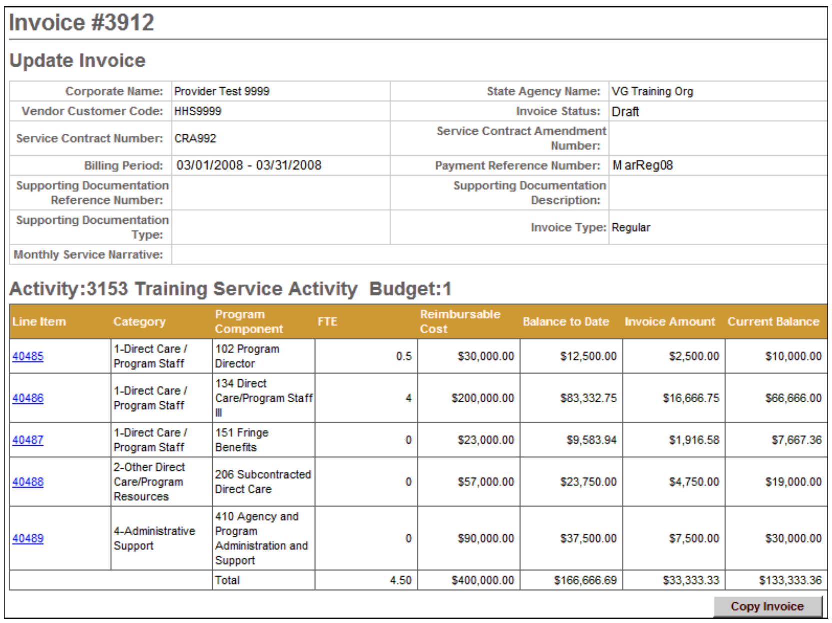
(continued)

*The **Add Invoice** page appears with fields pre-populated.*



3. Change **Billing Period** dates.
4. You must enter an **Invoice Reference Number** in the Invoice Reference Number field.
5. Click Save New Invoice.

*The **Invoice Summary** page appears.*


Invoice #3912

Update Invoice

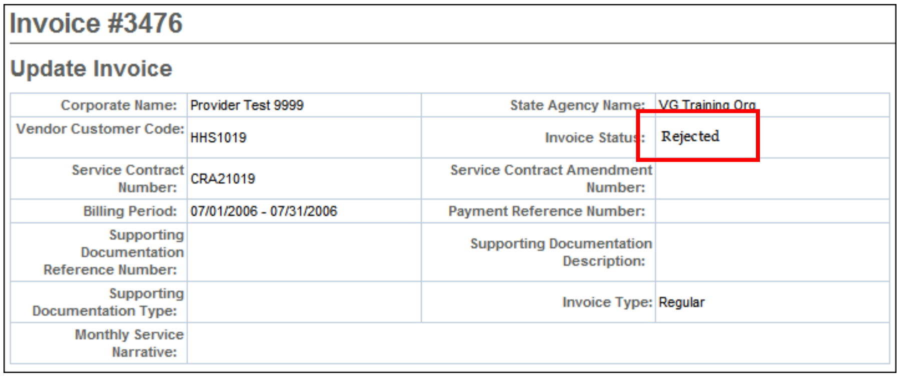
Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS9999	Invoice Status:	Draft
Service Contract Number:	CRA992	Service Contract Amendment Number:	
Billing Period:	03/01/2008 - 03/31/2008	Payment Reference Number:	M arReg08
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40485	1-Direct Care / Program Staff	102 Program Director	0.5	$30,000.00	$12,500.00	$2,500.00	$10,000.00
40486	1-Direct Care / Program Staff	134 Direct Care/Program Staff III	4	$200,000.00	$83,332.75	$16,666.75	$66,666.00
40487	1-Direct Care / Program Staff	151 Fringe Benefits	0	$23,000.00	$9,583.94	$1,916.58	$7,667.36
40488	2-Other Direct Care/Program Resources	206 Subcontracted Direct Care	0	$57,000.00	$23,750.00	$4,750.00	$19,000.00
40489	4-Administrative Support	410 Agency and Program Administration and Support	0	$90,000.00	$37,500.00	$7,500.00	$30,000.00
		Total	4.50	$400,000.00	$166,666.69	$33,333.33	$133,333.36

Copy Invoice

Correcting a Rejected Invoice



Invoice #3476

Update Invoice

Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS1019	Invoice Status:	Rejected
Service Contract Number:	CRA21019	Service Contract Amendment Number:	
Billing Period:	07/01/2006 - 07/31/2006	Payment Reference Number:	
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

To correct a rejected invoice:

1. Access the **Invoice Summary** page.
2. Select the invoice.
3. Click **[Correct Invoice]** button.

   *The invoice status is set back to **Draft**. EIM captures the following data modified by and modified date. Also, the Invoice Amount is greater than the Balance to Date and is reflected in the Current Balance field.*

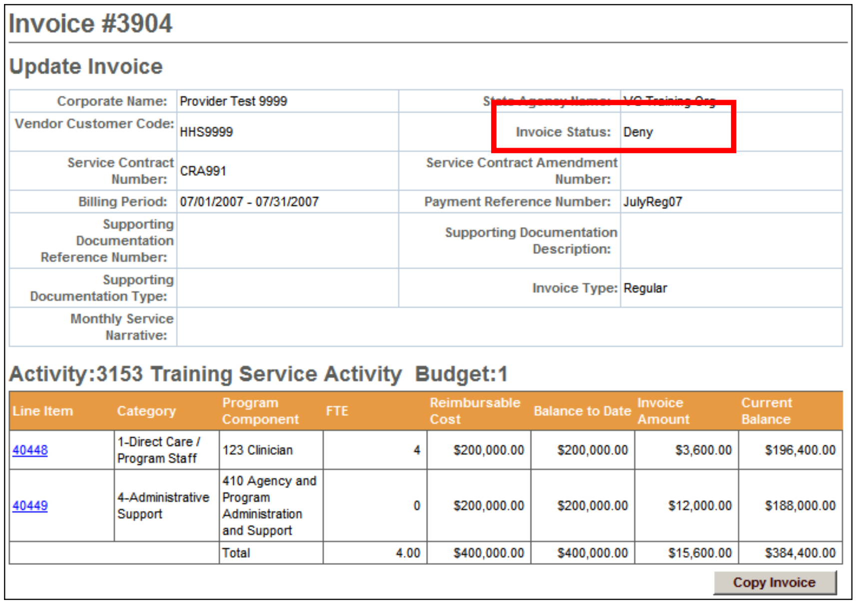
4. Enter corrections/additions.
5. Click Save Invoice.

Note: You can only correct an invoice when the invoice is in a **rejected** status (e.g. submitted with insufficient funds).

Viewing a Denied Invoice

To view a denied invoice:

1. Access the **Invoice Summary** page.



Invoice #3904

Update Invoice

Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS9999	Invoice Status:	Deny
Service Contract Number:	CRA991	Service Contract Amendment Number:	
Billing Period:	07/01/2007 - 07/31/2007	Payment Reference Number:	JulyReg07
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

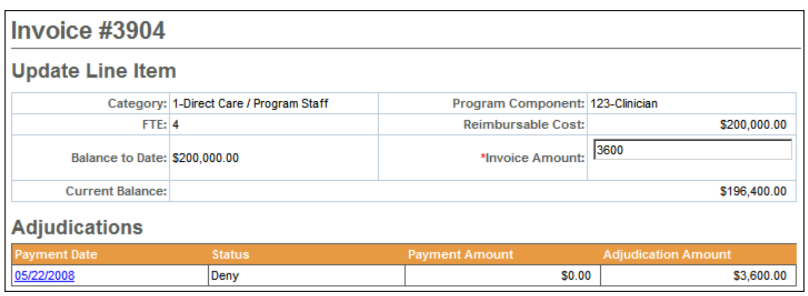
Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40448	1-Direct Care / Program Staff	123 Clinician	4	$200,000.00	$200,000.00	$3,600.00	$196,400.00
40449	4-Administrative Support	410 Agency and Program Administration and Support	0	$200,000.00	$200,000.00	$12,000.00	$188,000.00
		Total	4.00	$400,000.00	$400,000.00	$15,600.00	$384,400.00

Copy Invoice

2. Click the line item link.

   *The **Line Item Summary** page appears.*



Invoice #3904

Update Line Item

Category:	1-Direct Care / Program Staff	Program Component:	123-Clinician
FTE:	4	Reimbursable Cost:	$200,000.00
Balance to Date:	$200,000.00	*Invoice Amount:	3600
Current Balance:			$196,400.00

Adjudications

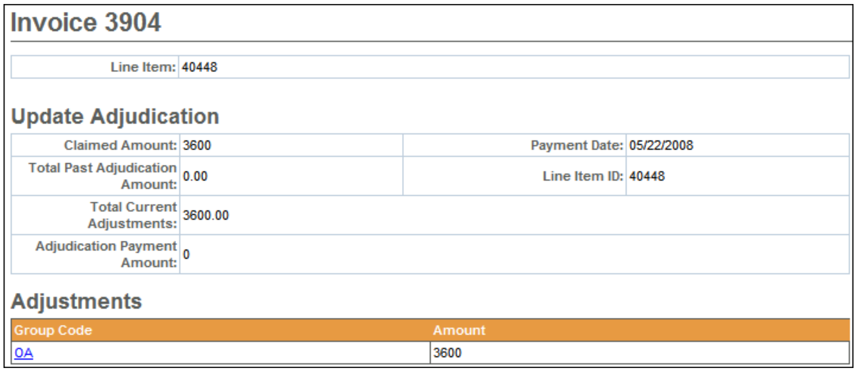
Payment Date	Status	Payment Amount	Adjudication Amount
05/22/2008	Deny	$0.00	$3,600.00

3. Click the Payment Date link under Adjudications.

   *The **Invoice Adjudication Summary** page appears.*

Viewing a Denied Invoice

(continued)



Invoice 3904

Line Item:	40448

Update Adjudication

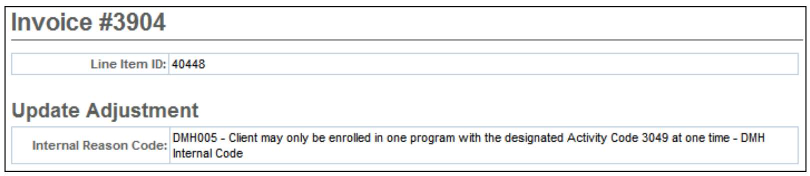
Claimed Amount:	3600	Payment Date:	05/22/2008
Total Past Adjudication Amount:	0.00	Line Item ID:	40448
Total Current Adjustments:	3600.00		
Adjudication Payment Amount:	0		

Adjustments

Group Code	Amount
OA	3600

4. Click the Group Code link under Adjustments.

   *The **Invoice Adjustment Summary** page appears.*



Invoice #3904

Line Item ID:	40448

Update Adjustment

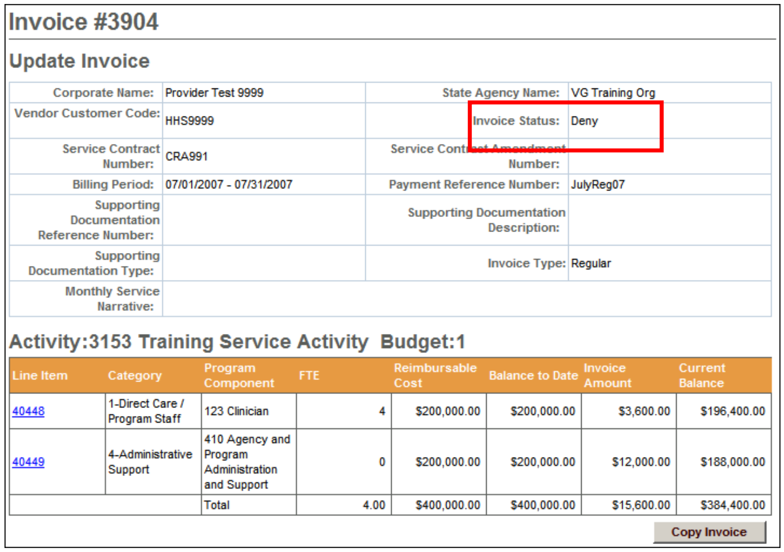
Internal Reason Code:	DMH005 - Client may only be enrolled in one program with the designated Activity Code 3049 at one time - DMH Internal Code

5. Review Reason Code information.

Correcting a Denied Invoice

To correct a denied invoice:

1. Access the **Invoice Summary** page.



Invoice #3904

Update Invoice

Corporate Name:	Provider Test 9999	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS9999	Invoice Status:	Deny
Service Contract Number:	CRA991	Service Contract Amendment Number:	
Billing Period:	07/01/2007 - 07/31/2007	Payment Reference Number:	JulyReg07
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
40448	1-Direct Care / Program Staff	123 Clinician	4	$200,000.00	$200,000.00	$3,600.00	$196,400.00
40449	4-Administrative Support	410 Agency and Program Administration and Support	0	$200,000.00	$200,000.00	$12,000.00	$188,000.00
		Total	4.00	$400,000.00	$400,000.00	$15,600.00	$384,400.00

Copy Invoice

2. Select **Copy Invoice** for the denied invoice.
3. Enter required information.
4. Click **Save New Invoice**.

Chapter 6: PRCs

Introduction

A Payment Request for Commodity, or PRC, is a grouping of invoices to be submitted to MMARS for payment. The PRC module in EIM allows providers to view the status of their invoices.

The following topics are discussed in this module:

- What is a PRC
- Invoice statuses
- Searching for a PRC
- Viewing a PRC

What is a PRC?

PRCs are generated when a provider organization submits an invoice, making it available for agency review. The provider can no longer change PRC data, once the invoice has been submitted. After this review, the invoice status is updated and grouped into a PRC.

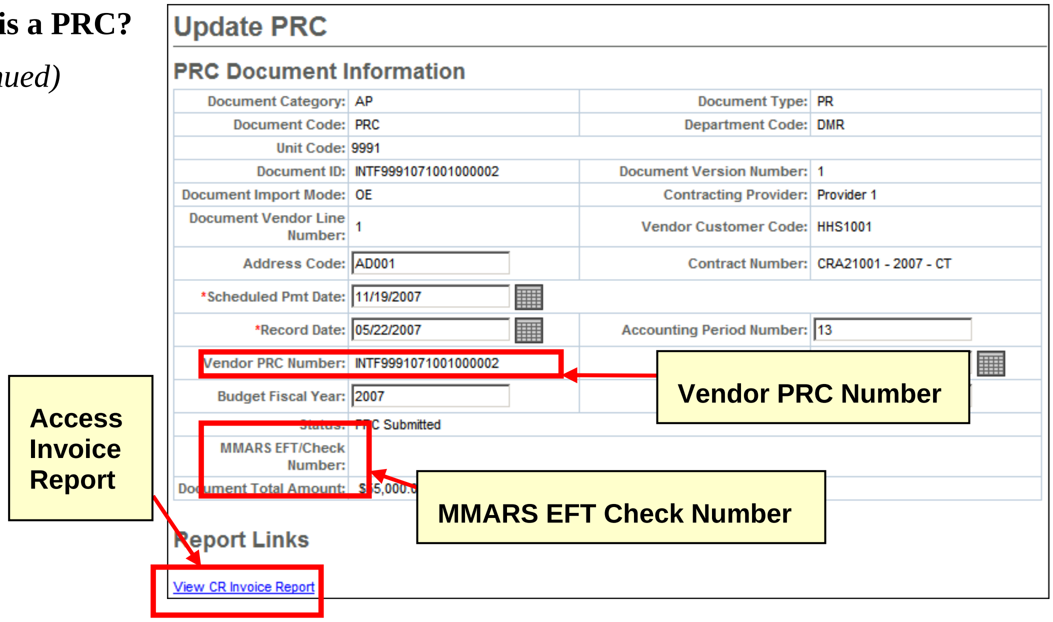
PRCs are created on a schedule set by agencies. Agencies determine how many levels of approval are needed prior to submitting PRCs to the Massachusetts Management Accounting and Reporting System (MMARS).

The status of each invoice payment can be checked by agency and provider staff at any time.

Shown on the next page is a screen display of PRC document information. It displays the PRC status, the reimbursable amount, and the check number. This information can be viewed by providers.

What is a PRC?

(continued)



You can search for and view PRCs.

Note: The Vendor PRC Number is the organization’s unique provider identification number indicating which PRC payment it is for the year.

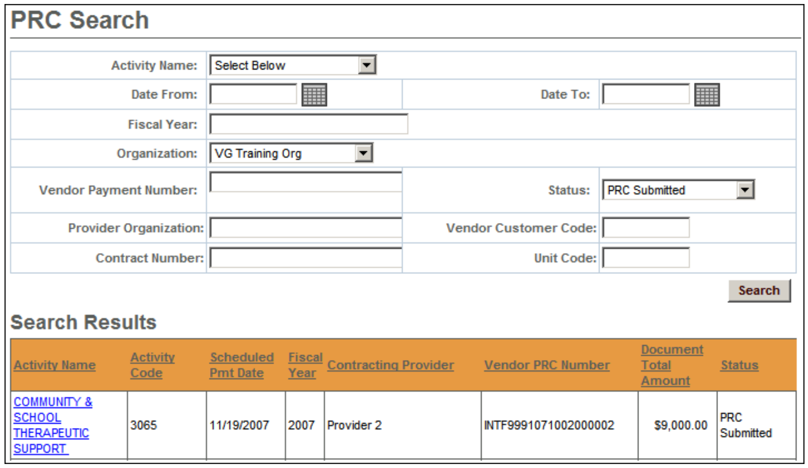
Invoice Statuses

You can view PRCs in the following statuses:

Post Adjudication Statuses	
PRC Ready	Once an invoice has been passed, it will be moved to this status. *PRC Ready status indicates the PRC generation job is done and invoice is ready for Program Manager approval.*
PM PRC Approve	Program Managers have approved invoice.
ACTG PRC Approve	Accounting has approved.
PRC Submitted	MMARS job has been run. Invoice in MMARS and awaiting status change.
Paid	PRC approved and payment being processed.

Searching for a PRC

1. Click the **Billing** module and select **Search for PRC** from the navigation bar.
   *The **PRC Search** page appears.*



2. Enter search criteria and click Search
   Search results appear.

3. Click the Activity Name link.
   *The **Update PRC** page appears.*

Viewing a PRC

Update PRC

PRC Document Information

Document Category:	AP	Document Type:	PR
Document Code:	PRC	Department Code:	DMR
Unit Code:	9991		
Document ID:	INTF9991071001000002	Document Version Number:	1
Document Import Mode:	OE	Contracting Provider:	Provider 1
Document Vendor Line Number:	1	Vendor Customer Code:	HHS1001
Address Code:	AD001	Contract Number:	CRA21001 - 2007 - CT
*Scheduled Pmt Date:	11/19/2007		
*Record Date:	05/22/2007	Accounting Period Number:	13
Vendor PRC Number:	INTF9991071001000002	*Vendor PRC Date:	05/22/2007
Budget Fiscal Year:	2007	Fiscal Year:	2007
Status:	PRC Submitted		
MMARS EFT/Check Number:			
Document Total Amount:	$55,000.00		

Report Links

View CR Invoice Report

Commodity Accounting Line Information

Commodity Line	Accounting Line	Total Amount
6	1	$50,000.00
7	1	$5,000.00

Notes:

Chapter 7: Reporting

Introduction

Typically, reports are generated by an authorized user who chooses report content and format as part of submitting a reporting request.

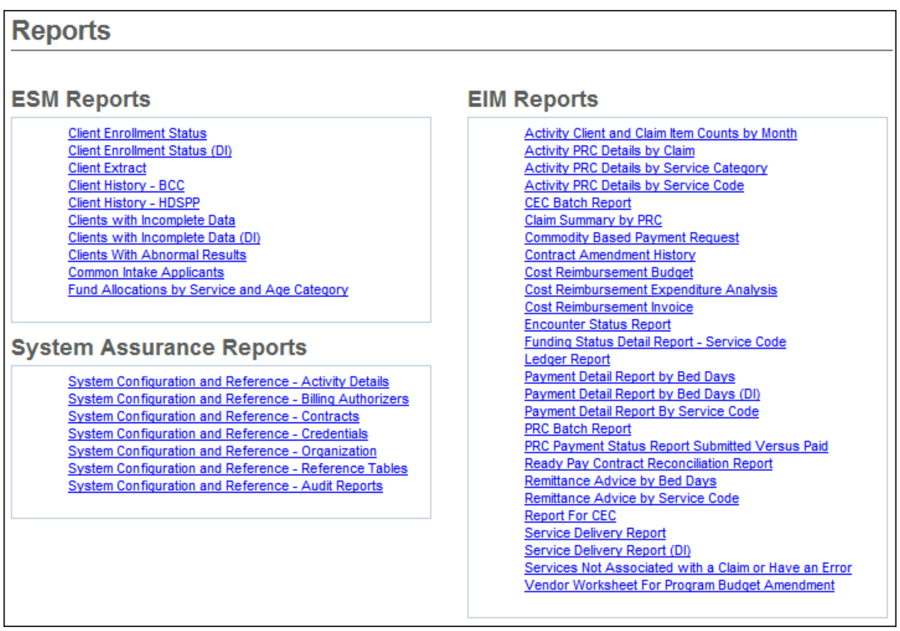
Key Terms

The following terms will help in understanding how reports function:

- **Service Management Reports:**
  Reports related to ESM functionality
- **Financial Management Reports:**
  Reports related to EIM functionality
- **Report Selection Criteria:**
  Parameters/filters a provider enters when requesting a report
- **Report Output Format:**
  Reports can be created as Excel, PDF, or HTML files
- **Report Frequency:**
  Reports in EIM/ESM are scheduled on-demand

Accessing the Reporting Feature

To access the reporting feature of *EIM/ESM*: Access the **Reports** module. *A list of Financial (EIM) and Service Management (ESM) reports appears.*



Note: Access to reports is based on user security roles. Your page may look slightly different.

Reports Catalog

The table below lists the Cost Reimbursement and EIM Financial Reports available in EIM/ESM.

Report Name	Purpose
Cost Reimbursement Invoice Report	Provides users with the ability to print hard copies of the cost reimbursement invoice.
Personnel Summary Report	Run from the Cost Reimbursement Invoice Report, it lists the details of the category 1 (personnel) expenses associated with a cost reimbursement invoice. ***Caution:*** EIM/ESM Application is able to run this report only when the Internet Explorer pop-up blocker has been turned off.
PRC Payment Status Report Submitted vs. Paid	Provides payment dates for PRCs to show lag time between submission and payment.
Commodity Based Payment Request	Provides ability to print the PRC information that will be sent to NewMMARS for processing.
Vendor Worksheet for Program (Activity) Budget Amendment	A pre-populated worksheet to be completed by providers to request budget line amendments for cost reimbursement contracts (replaces an existing report from the DPH CRS). It shows current budget set up as well as a worksheet for the provider to indicate how line item budgets should be reallocated.
Cost Reimbursement Amendment Report (Contract Amendment History Report)	Shows the history of amendments (line item budget changes) that have been made to a cost reimbursement contract.
Cost Reimbursement Budget	Provides cost reimbursement line item budget details.

Report	
Cost Reimbursement Expenditure Analysis Report	Allows contract managers to determine if a provider is billing appropriately for each UFR component.
Activity PRC Detail Report – by Claim	Provides detailed claim level information for services associated with a PRC.

Reports Catalog *(continued)*

The table below lists the Cost Reimbursement and EIM Financial Reports available in EIM/ESM.

Report Name	Purpose
Activity PRC Detail Report - by Service Category	Provides detailed service category information for services related with a PRC.
Activity PRC Detail Report - by Service Code	Provides detailed service code information for services related with a PRC.
Claim Summary Report - by PRC	Provides claim summary information for enrolled clients, grouped by program and contracted provider organization.
Funding Status Detail Report - by Service Code (Funding Source Status Report)	Provides fund allocation details at the service code level.
Activity PRC Detail Report - by Sub-Activity	Provide detailed sub-activity information for services associated with a PRC.
Ready Pay Reconciliation Report	A mechanism for reporting history of ready pay contract payments for the purpose of reconciling actual billing against ready pay payments.
Cost Reimbursement SDR	Allows users to print the Cost Reimbursement SDR. Users will be able to select an option from Cost Reimbursement Invoice (CRI) report to print an SDR associated with a Cost Reimbursement Invoice.

Entering Report Criteria

Criteria selection tailors report results. By entering criteria, a user can determine the details and grouping of the report data. Criteria include dates, programs, locations, and contract numbers, etc.

Caution: EIM/ESM Application is able to run the Personnel Summary Report only when the Internet Explorer Pop-up blocker has been turned off.

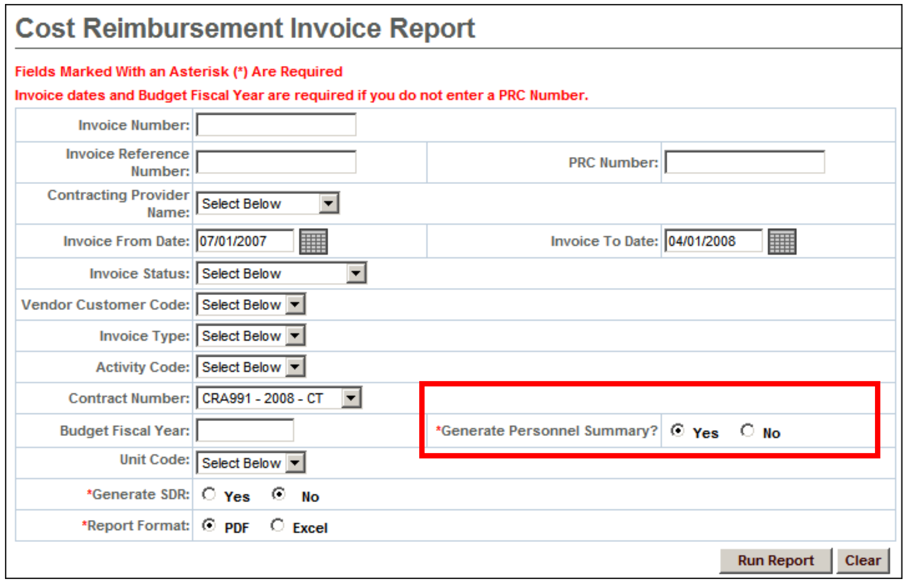
To enter criteria and run a report:

1. Access the **Reports** module.
   A list of Financial and Service Management reports appear.
2. Click the name of the individual report link.
   *A **Report Criteria** page appears.*

   Note: The **Report Criteria** page will differ depending upon the specific report being requested.
3. Enter criteria.
   Important: Report criteria are not always printed on reports. Users may find it helpful to record criteria manually.
4. Select **Report Format**.
5. Click Run Report.
   A file is generated that users may save for later viewing.

Tip: Click Clear to clear out report criteria entered.

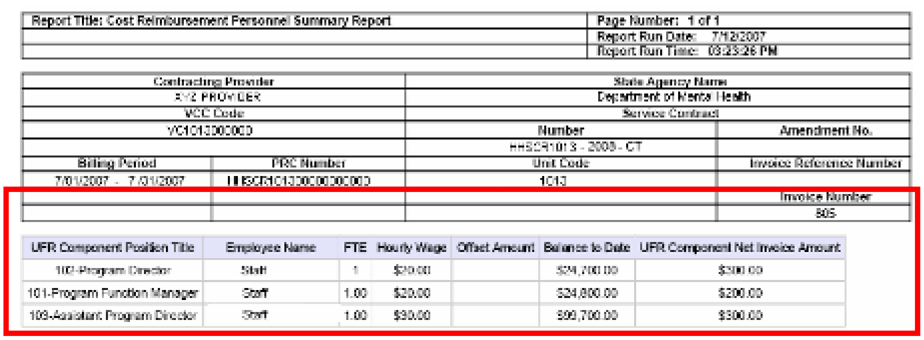
Cost Reimbursement Invoice Report Example



Caution: NEW SS EIM/ESM Application is able to run this report only when the Internet Explorer pop-up blocker has been turned off.

Note: Payment Reference Number is available as filter criteria on the Cost Reimbursement Invoice Report. Therefore, if a provider wishes to check PRC information based on Payment Reference Number, the report should be used.

Cost Reimbursement Invoice Report Output



Report Title: Cost Reimbursement Personnel Summary Report	Page Number: 1 of 1
	Report Run Date: 7/12/2007
	Report Run Time: 03:23:26 PM

Contracting Provider		State Agency Name	
XYZ PROVIDER		Department of Mental Health	
VCC Code		Service Contract	
VC1013000000		Number	Amendment No.
		HHSCR1013 - 2008 - CT	
Billing Period	PRC Number	Unit Code	Invoice Reference Number
7/01/2007 - 7/31/2007	HHSCR1013000000000000	1013	
			Invoice Number
			505

UFR Component Position Title	Employee Name	FTE	Hourly Wage	Offset Amount	Balance to Date	UFR Component Net Invoice Amount
102-Program Director	Staff	1	$20.00		$24,700.00	$200.00
101-Program Function Manager	Staff	1.00	$20.00		$24,800.00	$200.00
103-Assistant Program Director	Staff	1.00	$30.00		$90,700.00	$300.00

Trouble-shooting

Problem	Possible solutions
Why am I not getting the results I expected?	• Double-check that criteria filters are correct • Consider user security
Why doesn't this match my legacy reports?	• Double-check that criteria filters are correct
Why can't I run the Personnel Summary Report (PSR)?	• EIM/ESM Application is able to run this report only when the Internet Explorer pop-up blocker has been turned off.
Why does my computer stall when I try to run certain reports?	• Check your report parameters (dates, contract numbers etc). It may be the parameters you specified returned no results. Sometimes, when the system is trying to return an 'empty' report, it stalls. This does not happen every time when there are no results returned. If the system is unresponsive after five minutes, close any unresponsive windows.

Note: Based on an organization's management, different results will display.

Notes: